

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

R & H Products of PR Inc.

Puerto Rico Manufacturing Extension Inc

R & H Products Achieves ISO Certification

Client Profile:

R & H Products of PR, Inc., located in Ceiba, Puerto Rico, has been in operation since 1986. R & H's services are geared to the manufacture of precision machined metal and plastic components. They operate single and multiple spindle screw machines, CNC milling machines and lathes, EDM and CNC controlled grinders as well as Swiss type CNC lathes. Some of R & H customers include General Electric, Eaton Corp., Sensormatic Electronics, Tyco, Thermo King, Hubbell and Unilever. The company currently employs 52 people.

Situation:

With R & H customers continuously demanding higher standards and suppliers that manufacture under a formal quality system, R & H Products desired to offer services to companies that manufacture medical devices. It was quickly recognized that ISO 9001:2000 certification defined the formal quality system needed to meet current market requirements. The company requested assistance from the Puerto Rico Manufacturing Extension Inc., (PRiMEX), a NIST MEP network affiliate, to assess and improve their quality system in order to meet the ISO 9001:2000 requirements.

Solution:

Upon PRiMEX's visit, a formal project plan was developed that included initial training for managers and supervisors working with R & H staff. PRiMEX led the development of Quality Manuals and required documentation. Internal auditors were identified and trained. Guidance was provided to management for the planning and holding of regular management reviews. In October 2006, R & H Products received certification under the ISO 9001:2000 standard and also celebrated 25 years of continuous operations.

Results:

- * Improved plant performance by \$40,000.
- * Realized over \$20,000 in cost savings.
- * Achieved ISO 9001:2000 certification.
- * Added new customers.

Testimonial:

"PRiMEX's support was essential in the preparation of our company for the certification under the ISO 9001:2000 Standard. Certification was necessary for R & H Products' growth. We plan to continue requesting their support to make sure we continue our improvement efforts that will allow us to obtain more business and increase our labor force in Puerto Rico."

Nestor Rivera, President & Owner

MANUFACTURING EXTENSION PARTNERSHIP
Success Stories from the Field